

Corrective Action Plan (CAP) Summary Report

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Open Audits					
Sante Fe Employees Hospital Assn.	1-626-967-3550	12937, 14157	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (CLAIMS PROCESSING) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - General) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre-Service) - MA	11/28/2008	Open
Western Health Advantage	1-916-563-3183	11718, 4361	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	11/25/2008	Open
UnitedHealth Group, Inc.	1-702-242-7173	11257	Chapter 02 - Enrollment and Disenrollment - MA	11/20/2008	Open
Coventry Health Care Inc.	1-301-581-5519	13097	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/14/2008	Open
Pennsylvania PACE, Inc.	1-814-535-6000 Ext. 101	13277	Section 2A-Administrative: PACE Elements - MA	11/14/2008	Open
EmblemHealth Inc.	1-518-446-8092	12361, 5801, 5802	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/13/2008	Open
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	14038, 14039, 14078, 4481, 5045, 5046, 5047	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/10/2008	Open
Citrus Health Care, Inc.	1-813-490-8900 Ext. 8959	13817, 6961, 7321	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/10/2008	Open
CVS Caremark Corporation	1-801-961-6018	5162	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 15: Policies and Procedures - Part D	11/10/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
BCBS OF AL & BCBS OF TN	1-205-220-5654	4641	Chapter 01: Enrollment and Disenrollment - Part D	11/7/2008	Open
BlueCross BlueShield of Alabama	1-205-220-5654	13997	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/7/2008	Open
Johns Hopkins Health System Corporation	1-410-550-7044	13217	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	11/7/2008	Open
Humana Inc.	1-305-441-9400	14117	Chapter 99 - Ad-Hoc Compliance Event - MA	11/6/2008	Open
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-763-6020	11917, 4661	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/3/2008	Open
Capital BlueCross	1-717-541-6113	12097	Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/3/2008	Open
Highmark Inc.	1-412-544-2815	13937, 13957, 6201, 7341, 7342, 7343, 7344, 7361	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	11/3/2008	Open
Metropolitan Health Plan (Termination)	1-612-596-9942	14017	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/3/2008	Open
Oklahoma State and Educ Employees Group Ins Board	1-405-717-8959	7461	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/31/2008	Open
Rocky Mountain Health Maintenance , Inc.	1-970-248-5053	11697, 13137, 5361	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 17, Subpart D - Enrollment and Disenrollment - MA	10/31/2008	Open
Independence Blue Cross	1-215-241-3648	12697, 12698, 7301, 7302, 7303, 7304, 7305, 7306, 7307, 7308	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	10/27/2008	Open
Chinese Hospital Association	1-415-955-8800 Ext. 3251	11217, 4021	Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	10/24/2008	Open

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Kaiser Foundation Health Plan, Inc.	1-303-344-7758	12217	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/17/2008	Open
Via Christi Outreach Pgrm. Elders, Inc	1-316-858-1111 Ext. 3108	12418	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	10/17/2008	Open
Fidelis SecureCare	1-847-592-9161	13437, 6261	Chapter 06 - Provider Relations - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA	10/15/2008	Open
Loretto Rest Realty Corporation	1-315-452-5800 Ext. 295	12360	Section 1 - Clinical PACE Elements - MA	10/15/2008	Open
Universal American Corp.	1-713-558-4694	13477, 7041, 7061, 7062	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 15: Policies and Procedures - MA-PD	10/15/2008	Open
HMO Health Plans, Inc.	1-719-589-3696	11637	Chapter 03 - Marketing - MA Chapter 17, Subpart D - Enrollment and Disenrollment - MA Organization Determinations, Grievances, and Appeals - Reconsiderations - Claims - MA	10/14/2008	Open
Blue Cross and Blue Shield of Florida	1-904-905-7115	11657, 11918, 11919, 4484, 4488, 4489, 7021	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - Part D Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/13/2008	Open
Essence LLP	1-314-600-7912	13617, 5241	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	10/10/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Wellpoint, Inc.	1-303-831-2514	11097, 13737, 13738, 3941, 6661	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05: Drug Utilization Management, Quality Assurance, and Electronic Prescribing - MA-PD Chapter 05: Drug Utilization Management, Quality Assurance, and Electronic Prescribing - Part D Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 06: Pharmacy Access - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 08: Medication Therapy Management - MA-PD Chapter 08: Medication Therapy Management - Part D Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - Part D Chapter 10: Compliance Plan - MA-PD Chapter 10: Compliance Plan - Part D Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 12: Claims Processing and Payment - MA-PD Chapter 12: Claims Processing and Payment - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	10/10/2008	Open
Arcadian Management Services Inc.	1-510-817-1036	11157	Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/7/2008	Open
Citrus Health Care, Inc.	1-813-490-8900 Ext. 8959	7163	Chapter 99: Ad Hoc Compliance Event - Part D	10/7/2008	Open
Envision Insurance Company	1-480-393-0684	7142	Chapter 99: Ad Hoc Compliance Event - Part D	10/7/2008	Open
Arcadian Management Services Inc.	1-510-817-1036	13897	Chapter 99 - Ad-Hoc Compliance Event - MA	10/6/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
HealthNow New York Inc.	1-716-887-8624	12357, 12358, 5461, 5481, 7081	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/6/2008	Open
Independent Health Association, Inc.	1-716-635-7865	12797, 12817, 12818, 5101, 5104, 5121	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/6/2008	Open
Alexian Brothers Community Services	1-314-771-5800 Ext. 140	12417, 5501	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 04: Privacy and Confidentiality - MA-PD Chapter 05: Drug Utilization Management, Quality Assurance, and Electronic Prescribing - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	10/4/2008	Open
Health Plan of the Upper Ohio Valley	1-740-695-7638	12297	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/30/2008	Open
Clear Choice Health Plans, Inc.	1-541-330-8115	12897, 5081	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/29/2008	Open
Coventry Health Care Inc.	1-301-581-5519	12677	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/29/2008	Open
Preferred Care Partners Holding Corporation	1-305-670-8440 Ext. 1225	11897, 4461	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/29/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Renown Health	1-775-982-3231	13157, 4362, 4363	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 06 - Provider Relations - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/29/2008	Open
Universal American Corp.	1-713-558-4634	11477, 4761, 4762, 4764, 4765, 6701	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/29/2008	Open
Living Independence for the Elderly	1-412-388-8042	11177	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/22/2008	Open
Humana Inc.	1-502-580-3683	11658	Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/20/2008	Open
Samaritan Health Services	1-541-768-4119	13057	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/19/2008	Open
McKinley Life Insurance Company	1-330-363-4917	11437, 4221	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/17/2008	Open
BCBS MN, MT, NE, ND, WY, Wellmark IA and SD	1-651-662-1234	4321	Chapter 01: Enrollment and Disenrollment - Part D Chapter 15: Policies and Procedures - Part D Chapter 99: Ad Hoc Compliance Event - Part D	9/16/2008	Open
Bravo Health, Inc.	1-410-864-4437	12157, 12177, 5281, 5321, 5322, 5341	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/15/2008	Open
Concordia Care	1-216-791-3580	11037	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/15/2008	Open
CVS Caremark Corporation	1-847-559-4714	6801	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 15: Policies and Procedures - Part D	9/15/2008	Open
MAPFRE PRAICO CORPORATION	1-787-250-6500 Ext. 6288	13697	Chapter 99 - Ad-Hoc Compliance Event - MA	9/15/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	11757, 12497, 4500, 4502, 4521, 4522, 4524, 4525, 4526, 4527, 4528, 4529, 4530, 4531, 4532, 4534, 6421, 6681, 6881	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/15/2008	Open
Blue Shield of California	1-818-228-6015	12837, 5102, 5103	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	9/12/2008	Open
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 4350	4901	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 15: Policies and Procedures - Part D	9/10/2008	Open
Humana Inc.	1-865-670-7214	11817, 12037, 4621, 5301	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/8/2008	Open
Universal Health Care Inc.	1-727-456-6534 Ext. 6534	11857, 11877, 11878, 4487, 4490, 4495	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/5/2008	Open
University of Pittsburgh Medical Center	1-412-454-7671	12277, 13597	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/5/2008	Open
Elder Service Plan of the North Shore	1-781-715-6617	13418	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/3/2008	Open
SCAN Health Plan, Inc.	1-562-989-4454	12957, 4081, 4082, 4083, 4101	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	8/29/2008	Open

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Amarillo Multisvc Ctr Fr the Aging Inc	1-806-374-5516	12058, 6401	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	8/15/2008	Open
Independence Blue Cross	1-215-241-3648	5921	Chapter 99: Ad Hoc Compliance Event - Part D	8/11/2008	Open
MD MedicareChoice, Inc. (Termination)	1-813-425-0921	12737, 5221	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/11/2008	Open
EmblemHealth Inc. (Termination)	1-518-446-6941	5881	Chapter 99: Ad Hoc Compliance Event - MA-PD	8/4/2008	Open
Rochester General Hospital	1-585-922-2825	13237	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	8/1/2008	Open
Medica Health Plans	1-952-992-2315	10977, 10997, 11017, 4121, 4141	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 17, Subpart D - Enrollment and Disenrollment - MA Organization Determinations, Grievances, and Appeals - Organization Determinations - Claims - MA	7/31/2008	Open
Tenet Healthcare Corporation	1-504-849-4500 Ext. 8580	10477, 10497	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/25/2008	Open
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	5721	Chapter 99: Ad Hoc Compliance Event - Part D	7/23/2008	Open
Harvard Pilgrim Health Care	1-617-509-1411	5641	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/22/2008	Open
Wellpoint, Inc.	1-303-831-2514	5661, 5681, 5701	Chapter 99: Ad Hoc Compliance Event - Part D	7/22/2008	Open

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AlohaCare	1-808-973-2476	10417, 3961	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	7/18/2008	Open
EmblemHealth Inc.	1-646-447-4876	5521, 5541, 5561	Chapter 99: Ad Hoc Compliance Event - MA-PD Chapter 99: Ad Hoc Compliance Event - Part D	7/17/2008	Open
EmblemHealth Inc.	1-518-446-6941	5901, 6281, 6282	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/11/2008	Open
Guildnet, Inc.	1-917-386-9129	5902	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/11/2008	Open
Tenet Healthcare Corporation	1-504-849-4500 Ext. 8580	12717	Chapter 99 - Ad-Hoc Compliance Event - MA	7/1/2008	Open
SDM Healthcare Management, Inc.	1-787-999-4797 Ext. 4028	11357, 4061	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 04: Privacy and Confidentiality - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 15: Policies and Procedures - MA-PD	6/13/2008	Open
Brookdale University and Hospital	1-917-542-8047	10717, 3861	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/13/2008	Open
Presbyterian Healthcare Services	1-505-923-8955	10357, 10537	Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/12/2008	Open
Presbyterian Healthcare Services	1-505-923-8955	4161, 4381, 4401	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	5/10/2008	Open

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Liberty Health Advantage, Inc.	1-631-227-3413	10697, 3841	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	4/7/2008	Open
Wellpoint, Inc.	1-303-831-2514	5981, 6001, 6021	Chapter 99: Ad Hoc Compliance Event - Part D	4/3/2008	Open
Fox Rx Inc.	1-877-369-9564 Ext. 126	6121	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Open
University Health Care, Inc.	1-502-585-7925	3501	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	3/28/2008	Open
National Health Plan Network Inc		11077	Chapter 03 - Marketing - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (CLAIMS PROCESSING) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - General) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre-Service) - MA	3/25/2008	Open
HealthSun Health Plans, Inc	1-305-234-9292 Ext. 222	3461	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	3/15/2008	Open
Independence Blue Cross	1-215-241-3648	2481, 2501	Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	2/28/2008	Open
Humana Inc.	1-502-580-3683	3563	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/28/2008	Open
Medical Card System, Inc.	1-787-999-8782	1141, 1161, 9837	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	1/9/2008	Open

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Aveta, LLC.	1-787-622-3000 Ext. 5238	2741, 2981, 3001, 9637, 9657	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	11/9/2007	Open
Wellpoint, Inc.	1-303-831-2514	10037	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/1/2007	Open
Colorado Access	1-720-744-5675	3081	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open
HealthSpring, Inc.	1-615-236-6116	3101	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open
Windsor Health Group	1-615-782-7804	3121, 3141	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open
Freedom Health, Inc	1-813-506-6107	2621	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/1/2007	Open
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 4350	2421	Chapter 99: Ad-Hoc Compliance Event - Part D	9/5/2007	Open
Humana Inc.	1-502-580-3683	681, 701, 702, 703, 721, 722, 723, 921, 922, 941, 942	Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	7/31/2007	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Closed Audits					
Tenet Healthcare Corporation	1-504-849-4500 Ext. 8580	6901, 6921	Chapter 02: Provider Communication - MA-PD Chapter 15: Policies and Procedures - MA-PD	10/15/2008	Closed
Geisinger Health System	1-570-271-6758	12877, 13717	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/9/2008	Closed
EmblemHealth Inc.	1-518-446-8092	7164, 7165	Chapter 99: Ad Hoc Compliance Event - Part D	10/7/2008	Closed
Blue Cross of Idaho Health Services, Inc.	1-208-387-6949	13517, 13677, 6501, 6502, 6503	Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/25/2008	Closed
CARE RESOURCES, INC.	1-616-913-2012	13557	Section 1 - Clinical PACE Elements - MA	8/27/2008	Closed
Independence Blue Cross	1-215-241-3648	5861	Chapter 99: Ad-Hoc Compliance Event - Part D	8/4/2008	Closed
Health First	1-321-434-5617	5741	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/23/2008	Closed
TriHealth SeniorLink	1-513-569-5607	13537	Section 1 - Clinical PACE Elements - MA	7/18/2008	Closed
ATRIO Health Plans	1-541-672-8620 Ext. 5206	12517	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/15/2008	Closed
Elder Svc Pln/E Boston Health Center	1-617-569-5800	11777	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/14/2008	Closed
CIGNA	1-602-371-2429	12477, 4922	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	7/3/2008	Closed
The Regence Group (Termination)	1-503-375-4471	10857, 12337	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 17, Subpart D - Enrollment and Disenrollment - MA	6/27/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-626-405-5479	12759	Chapter 02 - Enrollment and Disenrollment - MA	6/18/2008	Closed
AIDS Healthcare Foundation	1-323-860-5202	11137	Chapter 02 - Enrollment and Disenrollment - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/5/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-216-479-5694	11617	Chapter 02 - Enrollment and Disenrollment - MA	4/17/2008	Closed
CVS Caremark Corporation	1-801-961-6018	6161, 6162	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
UnitedHealth Group, Inc.	1-602-664-5098	9917	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	4/1/2008	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	6181	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
Wellpoint, Inc.	1-303-831-2514	6141	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
Bethco Corporation	1-718-944-4695	10397	Section 1 - Clinical PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	3/28/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
NY Hotel Trades Council&Hotel Assn of NYC	1-212-586-6400 Ext. 4340	11057	Chapter 03 - Marketing - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (CLAIMS PROCESSING) - MA	3/21/2008	Closed
Triple-S Management Corporation	1-787-273-1110 Ext. 5417	10457, 10937	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/21/2008	Closed
Medica HealthCare Plans, Inc.	1-305-460-0618	3481	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	3/3/2008	Closed
Palmetto Health Alliance	1-803-434-3770	10517	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	3/3/2008	Closed
Humana Inc.	1-865-670-7214	10777	Chapter 99 - Ad-Hoc Compliance Event - MA	2/28/2008	Closed
Scott and White	1-254-298-3435	10737	Chapter 02 - Enrollment and Disenrollment - MA	2/14/2008	Closed
Horizon Blue Cross Blue Shield of New Jersey, Inc.	1-973-466-5169	2941, 2961, 9777	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 04: Privacy and Confidentiality - MA-PD Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	2/12/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-216-479-5694	10637	Chapter 02 - Enrollment and Disenrollment - MA	2/11/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-909-367-7302	10597	Chapter 02 - Enrollment and Disenrollment - MA	2/8/2008	Closed
Samaritan Health Services	1-541-768-4119	3441	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	2/4/2008	Closed
Denver Healthcare Hospital Authority	1-303-602-7020	1241, 9197	Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/30/2008	Closed
Molina Healthcare, Inc.,	1-562-951-8391	3281, 3301, 3321, 3341, 3361	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/28/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
UnitedHealth Group, Inc.	1-952-931-5336	3521, 3541, 3561, 3562, 3581, 3601, 3602, 3621, 3641, 3661, 3681, 3682, 3683, 3684, 3685, 3686, 3687, 3688	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	1/28/2008	Closed
Affinity Health Plan	1-718-794-5731	10257	Chapter 03 - Marketing - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/24/2008	Closed
Windsor Health Group	1-615-782-7804	2321	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/23/2008	Closed
Humana Inc.	1-502-580-3683	10377	Chapter 99 - Ad-Hoc Compliance Event - MA	1/17/2008	Closed
Health Plan of San Mateo	1-650-616-2151	8079, 881	Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/11/2008	Closed
Marion Polk Community Health Plan LLC	1-503-371-7701 Ext. 119	2281	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/8/2008	Closed
Colorado Access	1-720-744-5675	1261, 9177	Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	12/21/2007	Closed
Marion Polk Community Health Plan LLC	1-503-371-7701 Ext. 119	9677	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/21/2007	Closed
Universal American Corp.	1-713-558-4694	10317	Chapter 99 - Ad-Hoc Compliance Event - MA	12/19/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Covenant Health System - Hendrick Health System	1-512-257-6348	9697	Chapter 05 - Quality Assurance - MA	12/12/2007	Closed
Gateway Health Plan	1-412-255-4296	2261	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	12/11/2007	Closed
Munich American Holding Corporation	1-360-647-9080 Ext. 2909	3421	Chapter 99: Ad-Hoc Compliance Event - Part D	12/10/2007	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	3181, 3201, 3221, 3222, 3223, 3224, 3225, 3226, 3227, 3228	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	12/3/2007	Closed
AMERIGROUP Corporation	1-203-594-9165	2721	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/26/2007	Closed
South Dakota Medical Association (Termination)	1-605-334-4000 Ext. 3181	9337	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/26/2007	Closed
Universal American Corp.	1-713-558-4694	10297	Chapter 99 - Ad-Hoc Compliance Event - MA	11/21/2007	Closed
Universal American Corp.	1-713-558-4694	10277	Chapter 99 - Ad-Hoc Compliance Event - MA	11/19/2007	Closed
Southwest Catholic Health Network	1-602-453-6091	3161, 8098	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/18/2007	Closed
Universal American Corp.	1-713-558-4694	3041, 9497	Chapter 05 - M+C PFFS Quality Assurance (Quality) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/9/2007	Closed
Blue Cross and Blue Shield of Florida	1-850-383-3472	2601, 8137	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/8/2007	Closed
UnitedHealth Group, Inc.	1-412-858-4319	9477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/6/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
ATRIO Health Plans	1-541-672-8620 Ext. 5206	2221, 9877	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/2/2007	Closed
Windsor Health Group	1-615-782-7804	9057, 9137	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA	11/2/2007	Closed
BlueCross BlueShield of Tennessee	1-423-535-7023	9077	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
University Health Care, Inc.	1-502-585-7925	8777	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
SDM Healthcare Management, Inc.	1-787-999-4797 Ext. 4028	1061, 9037	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/23/2007	Closed
Fox Rx Inc.	1-877-369-9564 Ext. 126	2881, 3061	Chapter 99: Ad-Hoc Compliance Event - Part D	10/18/2007	Closed
Coventry Health Care Inc.	1-301-581-5519	8877, 8897, 8917	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/15/2007	Closed
Care1st Health Plan	1-602-778-8345 Ext. 8318	481, 8037	Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/12/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Mid Rogue Community Health Plan	1-541-471-4106	8217	Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/10/2007	Closed
UnitedHealth Group, Inc.	1-952-931-5336	8797	Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections (Access and Availability) - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	10/9/2007	Closed
Quality Health Plans, Inc.	1-727-945-8400 Ext. 102	9017	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/5/2007	Closed
Kaiser Foundation Health Plan, Inc.	1-626-405-5479	2241, 7997	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/4/2007	Closed
Spectrum Health System	1-616-464-8424	7264	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/4/2007	Closed
Bravo Health, Inc.	1-410-864-4437	8357	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/3/2007	Closed
Samaritan Health Services	1-541-768-4119	8317	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/3/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-350-4475	7263	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/1/2007	Closed
Covenant Health System - Hendrick Health System	1-512-257-6348	2701, 8517	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	9/27/2007	Closed
XLHealth Corporation	1-410-735-8768	9617	Chapter 03 - Marketing - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/19/2007	Closed
Medica HealthCare Plans, Inc.	1-305-460-0618	8997	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/18/2007	Closed
Mid Rogue Community Health Plan	1-541-471-4106	961	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	9/17/2007	Closed
Molina Healthcare, Inc.,	1-562-951-8391	8757	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/17/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Freedom Health, Inc	1-813-506-6107	8817	Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/14/2007	Closed
Honored Citizens Choice Health Plan	1-562-207-4518	8077	Chapter 05 - Quality Assurance - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/14/2007	Closed
HealthSpring, Inc.	1-615-236-6116	4898	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/13/2007	Closed
Spectrum Health System	1-616-464-8424	861	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	9/12/2007	Closed
The New York State Catholic Health Plan, Inc.	1-718-393-6135	821, 8717	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/10/2007	Closed
AMERIGROUP Corporation	1-203-594-9165	9397	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/6/2007	Closed
UnitedHealth Group, Inc.	1-702-242-7173	1201, 8057	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/31/2007	Closed
Honored Citizens Choice Health Plan	1-562-207-4518	901	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/30/2007	Closed
PSO Health Services, LLC	1-210-949-4153	381	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/28/2007	Closed
Gateway Health Plan	1-412-255-4296	8377	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/24/2007	Closed
Health Care Service Corporation	1-972-766-5122	781, 801	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/24/2007	Closed
Health Care Service Corporation	1-972-766-5122	8197, 8497	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/16/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	8697	Chapter 03 - Marketing - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/9/2007	Closed
Munich American Holding Corporation	1-360-647-9080 Ext. 2909	1441	Chapter 99: Ad-Hoc Compliance Event - Part D	8/8/2007	Closed
UnitedHealth Group, Inc.	1-702-242-7173	1421	Chapter 99: Ad-Hoc Compliance Event - Part D	8/8/2007	Closed
Capital BlueCross	1-717-541-6113	1381	Chapter 99: Ad-Hoc Compliance Event - Part D	8/7/2007	Closed
UnitedHealth Group, Inc.	1-602-664-5098	321, 8038	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/3/2007	Closed
CareOregon, Inc.	1-503-416-1421	1181	Chapter 02: Provider Communication - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	7/31/2007	Closed
Humana Inc.	1-502-580-3683	8637, 8657, 8658	Chapter 03 - Marketing - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre Service) - MA	7/30/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-799-6437	341	Chapter 02: Provider Communication - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	7/25/2007	Closed
PSO Health Services, LLC	1-210-949-4153	8177	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/20/2007	Closed
CareOregon, Inc.	1-503-416-1421	8477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/19/2007	Closed
IASIS Healthcare	1-480-333-4528	581, 8099	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	7/18/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-799-6437	7265	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/13/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Vanguard Health Systems	1-602-824-3733	561, 8097	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	6/25/2007	Closed
CalOptima	1-714-246-8638	441	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	6/21/2007	Closed
Contra Costa Health Services	1-925-313-6000	8537, 8557	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Organization Determinations, Grievances, and Appeals - Organization Determinations - Claims - MA	6/5/2007	Closed
Hawaii Medical Service Association	1-808-948-6584	5157	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/5/2007	Closed
Arcadian Management Services Inc.	1-510-817-1036	7917	Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/4/2007	Closed
HealthSun Health Plans, Inc	1-305-234-9292 Ext. 222	7837	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/25/2007	Closed
Universal American Corp.	1-440-248-8448 Ext. 345	501	Chapter 03: Marketing and Beneficiary Information - Part D Chapter 06: Pharmacy Access - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/25/2007	Closed
Marion Polk Community Health Plan LLC	1-503-371-7701 Ext. 119	8237	Chapter 03 - Marketing - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/24/2007	Closed
Bravo Health, Inc. (Termination)	1-410-864-4437	281, 301	Chapter 02: Provider Communication - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/23/2007	Closed
HealthSpring, Inc.	1-615-236-6116	841	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	5/23/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Universal Health Care Inc.	1-727-456-6534 Ext. 6534	8118, 8617	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/23/2007	Closed
EmblemHealth Inc.	1-646-447-4876	641, 661	Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D	5/14/2007	Closed
HIP, Health Plan of New York (Termination)		8157	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/14/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-350-4475	121, 141	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/4/2007	Closed
HealthSpring, Inc.	1-615-236-6116	21, 361, 362, 41, 61	Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	4/27/2007	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	8337	Chapter 02 - Enrollment and Disenrollment (Enrollment) - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	4/19/2007	Closed
Universal Health Care Inc.	1-727-456-6534 Ext. 6534	8117	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/31/2007	Closed
Wellpoint, Inc.	1-303-831-2514	8437	Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	3/21/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
America's Health Choice Medical Plans, Inc (Termination)		201, 221, 7977, 81, 82, 8257	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 06: Pharmacy Access - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 10: Compliance Plan - MA-PD Chapter 10: Compliance Plan - Part D Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	3/13/2007	Closed
MAPFRE PRAICO CORPORATION	1-787-250-6500 Ext. 6288	7597	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	2/23/2007	Closed
Metropolitan Jewish Health System (MJHS)	1-718-759-4458	7397	Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/22/2007	Closed
Lifetime Healthcare, Inc.	1-585-238-4545	3193	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/12/2007	Closed
Wellpoint, Inc.	1-303-831-2514	7797	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/8/2007	Closed
UnitedHealth Group, Inc.	1-952-931-5336	7357, 7377, 7378	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	12/15/2006	Closed
Humana Inc.	1-502-580-3683	7857	Chapter 11 - Contracts - MA	12/5/2006	Closed
American Health Plan	1-787-620-1919 Ext. 4014	7517	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/7/2006	Closed
Universal Care, Inc	1-562-981-5054	7937	Chapter 05 - Quality Assurance - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/30/2006	Closed
Cooperativa de Seguros de Vida de Puerto Rico	1-787-751-5656 Ext. 2425	7337	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/1/2006	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
First Medical Health Plan	1-787-625-9557 Ext. 323	7217	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/9/2006	Closed
Bravo Health, Inc.	1-410-864-4437	7677	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/1/2006	Closed
Munich American Holding Corporation	1-360-647-9080 Ext. 2909	4942	Chapter 04 - Benefits and Beneficiary Protections (Access and Availability) - MA Chapter 04 - Benefits and Beneficiary Protections (Delegation) - MA Chapter 05 - M+C PFFS Quality Assurance (Quality) - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - General) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre Service) - MA	8/14/2006	Closed
Humana Inc.	1-502-580-3683	7297	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/30/2006	Closed
Health Alliance Medical Plans	1-217-255-4544	6957	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/31/2006	Closed